

STUTTGART HELPDESK USER SETUP AND USE GUIDE

1. Send an email to this address: stuttgarthelpdesk@stuttgarthelpdesk.freshdesk.com that contains the following information:

Subject line: **Helpdesk Account Setup**

Email text: **Helpdesk**

You will in turn receive 2 email messages. One will be titled "Stuttgart Helpdesk user activation". The second email which you can disregard will be titled "Ticket Received....."

2. Open the email titled "Stuttgart Helpdesk user activation" and you should see an email like the example below.

Hi Jim Monk,

A new Stuttgart Helpdesk account has been created for you.

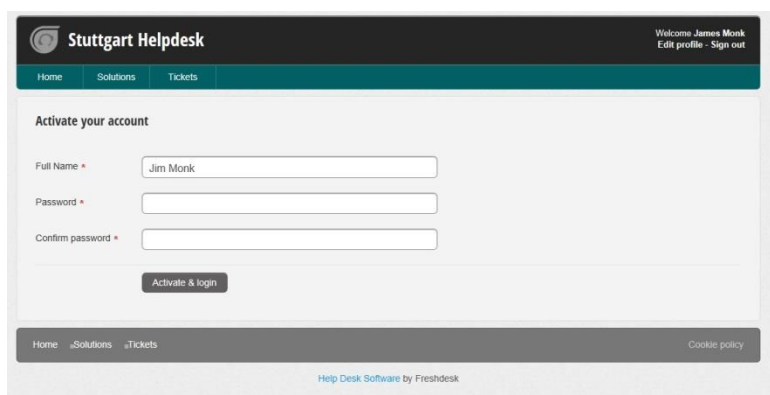
Click the url below to activate your account and select a password!

<http://stuttgarthelpdesk.freshdesk.com/register/dHGaNqKDxRpru9Yqn0rA>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Stuttgart Helpdesk

3. Click the link as instructed in the message. This will take you to the below page where your name should be auto-filled at this point. If it is not, enter your name and fill in the password fields with this password: **ARS72160**

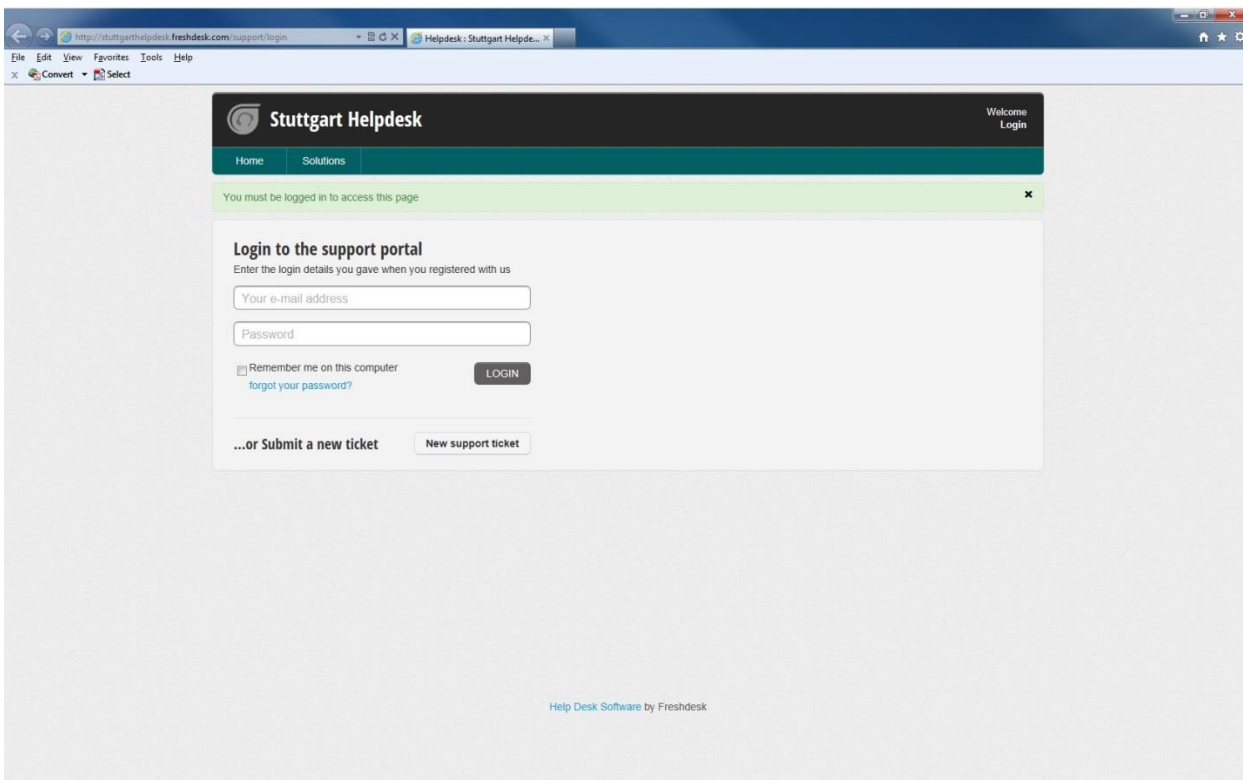


The screenshot shows the 'Stuttgart Helpdesk' user activation page. At the top, there is a navigation bar with 'Home', 'Solutions', and 'Tickets' links. On the right, it says 'Welcome James Monk' with links for 'Edit profile' and 'Sign out'. The main content area is titled 'Activate your account' and contains three input fields: 'Full Name' (pre-filled with 'Jim Monk'), 'Password', and 'Confirm password'. Below these fields is an 'Activate & login' button. At the bottom, there is a footer with 'Home', 'Solutions', 'Tickets', and 'Cookie policy' links, and a small text 'Help Desk Software by Freshdesk'.

Once all information is filled out, click the “Activate & login” button. A third email will generate to you as a result of clicking the activation button and this message may be disregarded as well. Upon completing your account registration, the web browser will open the helpdesk portal page. **Once the page loads, close your browser.**

At this point, you are established as a user in the help desk ticket submittal database and may submit helpdesk requests by using the following procedure.

- A. Go to this web address: <http://stuttgarthelpdesk.freshdesk.com/support/login> which will take you here....

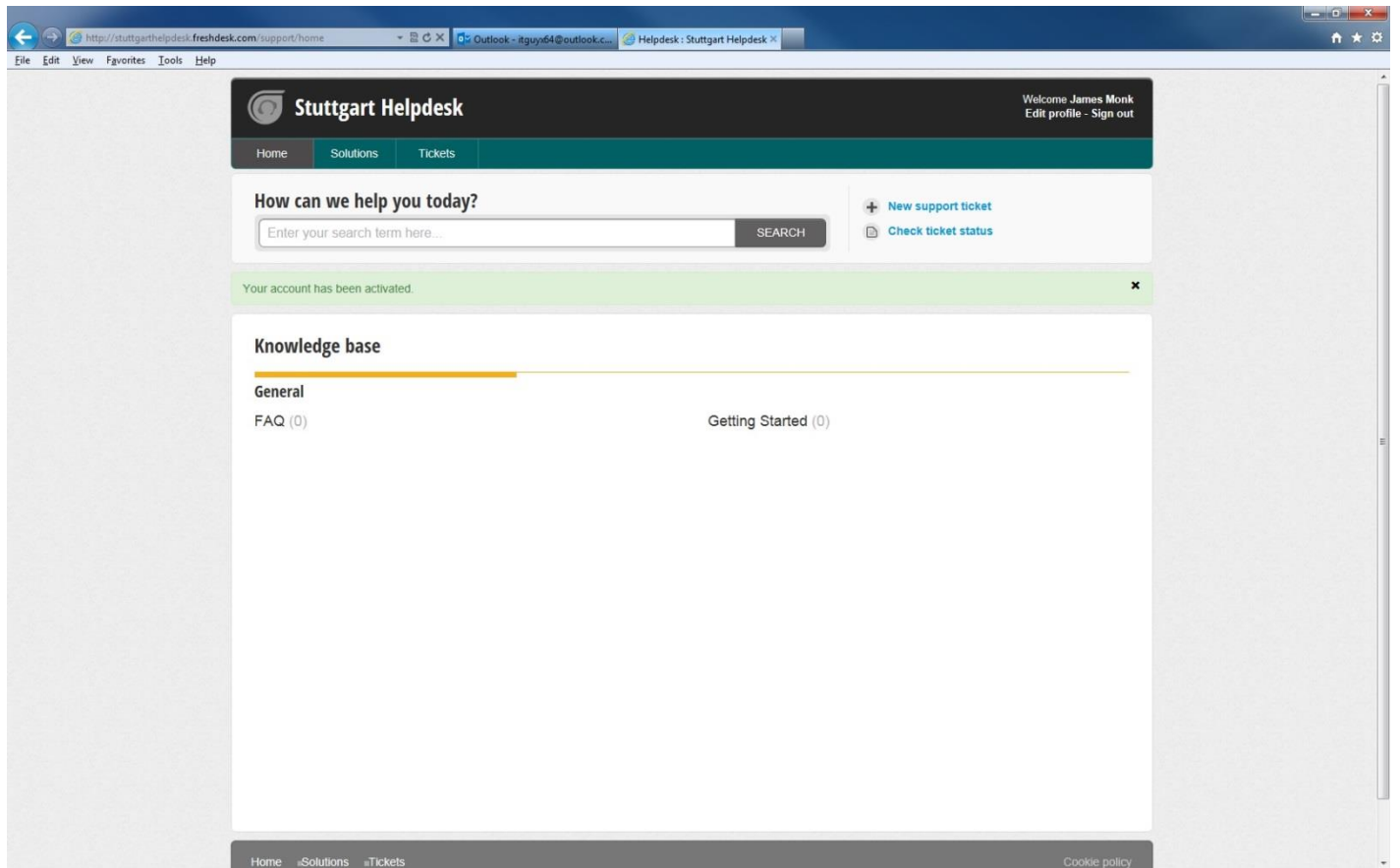


BEFORE PROCEEDING, ADD THIS SITE TO YOUR INTERNET FAVORITES

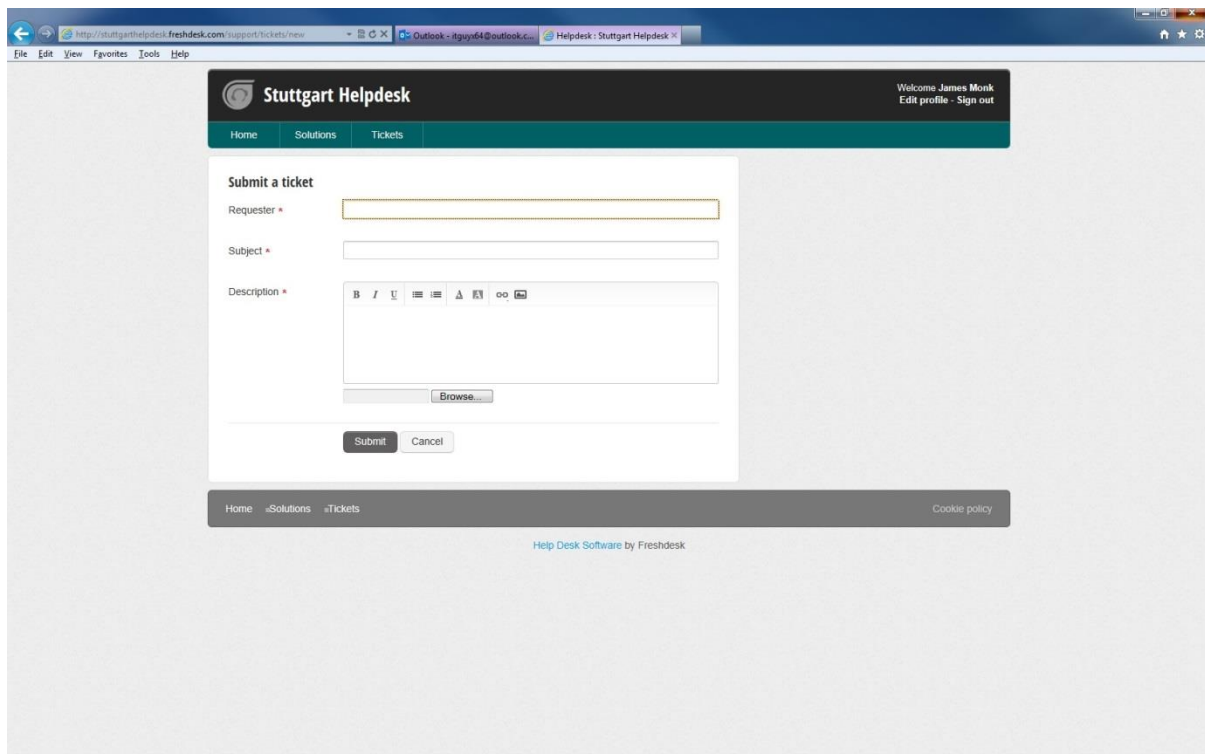
- B. Enter your login credentials (email address and the password ARS72160)
C. Click on “login” button

Once logged in, you should see the following page.....

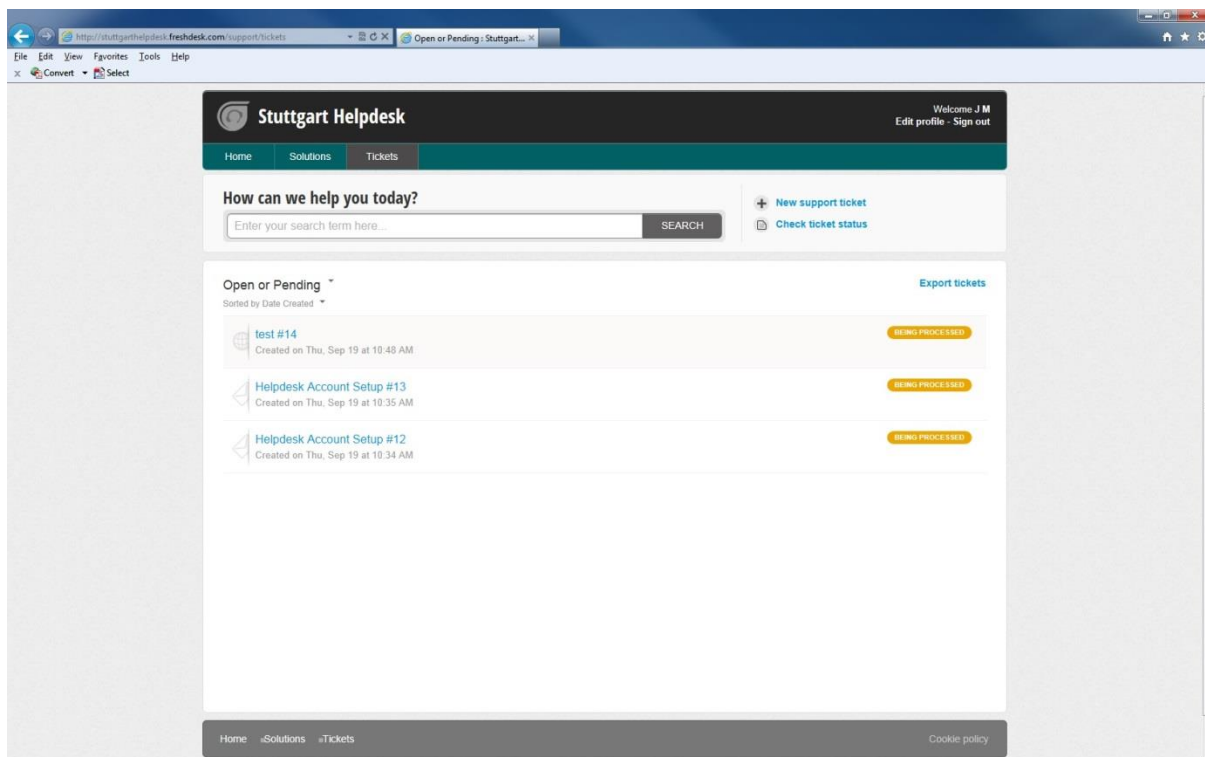
On this page you have two choices (see blue text). Click “New support ticket” to generate a new helpdesk request or click “Check ticket status” to review previously submitted requests.



Clicking “New support ticket” will open the following window where you can fill out the information fields and submit....



Clicking the “Check ticket status” link will open the following page where you can review your help desk ticket status.



That’s basically all there is to it and you are now setup to use the automated helpdesk system.